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01 QMR OF THE MONTH

We are pleased to announce this month's winner of the QMR of the Month.

Gary Kandefer

West Herr Subaru in Orchard Park, NY

Gary submitted a very detailed QMR reviewing his diagnosis of a tumble generator failure and a potential root cause for it. His clear and detailed photos added significant value to his report and helped our understanding greatly. In appreciation for going the extra mile and sharing his experience with us, Gary will be receiving the following from his FSE:

A Subaru Confidence In Motion Jacket and a \$100 Gift Card

Any Subaru Service Technician can participate in QMR of the Month. See the February, 2013 Tech Tips for full details. You may see your name here in a future Tech Tips.

14 SUBARU SPECIAL SERVICE TOOLS WEBSITE URL UPDATE

Please note the Subaru Special Service Tools website has a new address...use <https://subaru.service-solutions.com/> (not the prior subaru.spx.com).

You can access the website via Subarunet - on the left menu, go to **Service >> Special Service Tools**. And, be sure to update any bookmarks you may be using with the old URL.

In addition, the links on the Subaru Diagnostic System (SDS) are not yet updated and may redirect you to a Bosch general website in the short term. They will be updated in the near future.



CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

The Subaru TechTIPS newsletter is intended for use by professional technicians ONLY. Articles are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that your vehicle has or will have that condition. Impreza, Legacy, Justy, Loyale, Outback, Forester, Subaru SVX, WRX, WRX STI, L.L. Bean, Baja, Tribeca, BRZ, XV Crosstrek and "Quality Driven" are Registered Trademarks.

SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT"

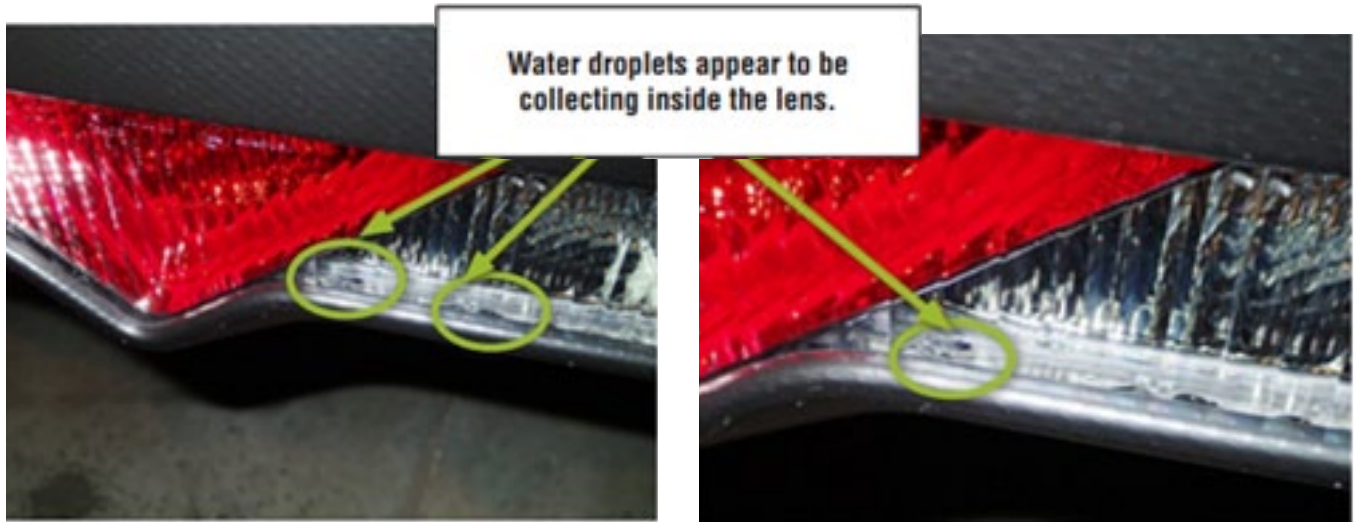
The international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.



QUALITY DRIVEN® SERVICE



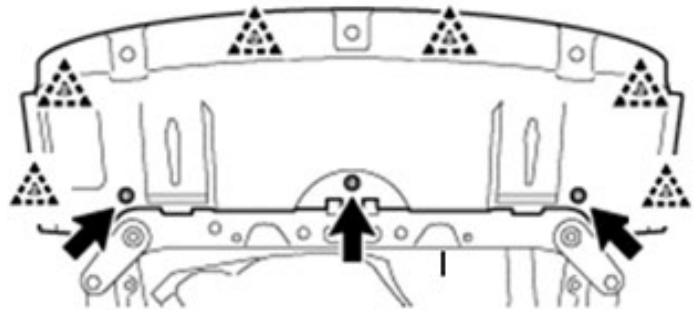
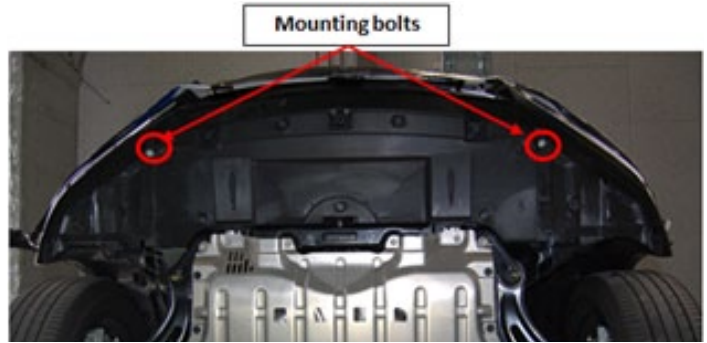
If you receive a customer concern of what appears to be water collecting inside the back-up light, front turn signal or rear combination lamp assembly, be sure to inspect the bottom of the lens area closely as shown in the photos below. Water droplets may collect along the edges of the lenses giving the indication they are inside the assembly when in fact, they are on the outside. To avoid unnecessary lamp replacements, simply remove the accumulated water droplets with compressed air. There is no need to replace them as this is not a defect.



12 BRZ FRONT BUMPER COVER REMOVAL PRECAUTIONS

Whenever removing the front bumper cover from a BRZ, use the following precaution to avoid damaging or distorting the cover's mud guard mounting tabs. Over time, the 2 under-side mounting bolts, which also secure the mud guards, may become seized in the speed nuts they thread into.

Remove the lower bumper under-cover by removing the 6 clips and 3 mounting bolts as shown on the right.



When removing the 2 under-side mounting bolts, always keep the speed nut from turning and possibly distorting or damaging the mounting tabs of the bumper cover by using a wrench as shown below.



01 2014 XV CROSSTREK HYBRID LAUNCH REMINDER

A Special FHI Quality Monitoring Team is currently in the USA monitoring the launch of this much anticipated new model. The Team is very interested in EVERYTHING related to this new Vehicle. They are looking for specific and detailed information on EVERY condition identified. The Techline has received calls where the technician has erased DTCs (Diagnostic Trouble Codes) and cleared out very important freeze frame data. Please call the Subaru Techline on any reported concern on every hybrid vehicle prior to performing any repairs so a case can be opened and information collected while this team is here to support the launch of this vehicle. Please read December 2013 Tech Tips for more information.

Should you receive a customer concern of not being able to program their HomeLink mirror, the cause may be software incompatibility between the mirror and the garage door opener. If the customer has recently added or replaced their opener, it may not be receiving a “usable” activation signal from the HomeLink mirror. When the opener utilizes HomeLink Version 4 software (common in openers produced after 2011) and the HomeLink mirror utilizes HomeLink Version 3, a “signal repeater” device is often required to complete the programming process. The HomeLink mirror part numbers listed below all operate with HomeLink Version 4 and do not require a repeater.

- H501SFJ101 (applicable to 2012-14 Impreza, 2013-14 XV Crosstrek, 2010-14 Outback & Legacy)
- H501SSG101 (applicable to 2014-15 Forester)
- H501SCA101 (applicable to 2013-14 BRZ)

If your customer has one of the openers listed in the HomeLink website information provided below, they may need to purchase a repeater. They are available directly from HomeLink through their website: <https://secure.homelink.com/homelink-repeater-kit-detail> and have a price of \$27.95 each plus shipping. For more information and Tech Support on HomeLink products, go to: www.homelink.com or call: 1-800-355-3515.



Homelink Repeater

HomeLink Repeater Kit

The HomeLink Repeater Kit is designed to allow compatibility between a new Chamberlain, Sears Craftsman, or LiftMaster garage door opener fitted with a yellow antenna wire and the HomeLink system in your vehicle.

The HomeLink Repeater Kit is designed to allow compatibility between a new Chamberlain, Sears Craftsman, or LiftMaster garage door opener fitted with a yellow antenna wire and the HomeLink system in your vehicle. These garage door openers were manufactured in 2011 or later. If your opener does not have a yellow antenna wire or is not one of the brands listed above, please consider purchasing a Universal Receiver to ensure compatibility.

Sales price: \$27.95

07 IMPORTANT HYBRID VEHICLE AUXILIARY BATTERY PRECAUTION

Whenever disconnecting or replacing the Hybrid Auxiliary Battery (located in the left front), always wait at least one minute between disconnecting and reconnecting the battery terminals. In addition, avoid momentary contact between the battery terminals and cable connections as this will have a similar effect to disconnecting and reconnecting the battery too quickly. By not waiting at least one minute, a network communication concern could be created which may induce a DTC.

02-143-13R; Technical Service Bulletin, Surface Treatment Change To Oil Control Piston Rings (2013MY Legacy and Outback)

18-174-13; Service Manual Correction, Service Manual Corrections

V1171BE; Service Manual Full, 2014 XV Crosstrek Hybrid Dismantling Guide

F551SSG201; Accessory Installation Guide, 2014 Forester Compartment Separator

16-88-13; Technical Service Bulletin, Service Part Availability of Revolution Sensor O-Ring (All Models with CVT Transmission)

12-160-13; Technical Service Bulletin, Cracked Rear Combination Lamps

2014 Calendar of Subaru Holidays

President's Day

Monday, February 17, 2014

Memorial Day

Monday, May 26, 2014

Independence Day

Friday, July 4, 2014

Labor Day

Monday, September 1, 2014

Thanksgiving

Thursday, November 27, 2014

Friday, November 28, 2014

*** NOW YOU CAN E-MAIL YOUR TECHTIPS INPUT AND SUGGESTIONS TO: TECH@SUBARU.COM ***

This is your chance to offer suggestions for use in future issues of TechTIPS! Make sure that if you e-mail us, you place in the **subject line** of your e-mail **"For TechTIPS Newsletter"**. Thank you!

MODEL: _____

YEAR: _____

VIN: _____

Description of situation encountered: _____

Your suggestion for repair procedure, product improvements, etc.: _____

Please attach separate sheets, if necessary. You may also want to include Service Manual diagrams or references, or your own drawings to assist in describing your suggestion. All information submitted becomes the property of Subaru of America, Inc. Permission is granted to Subaru of America, Inc. to print your name and suggestions in TechTIPS and other Subaru of America, Inc. publications. Mail items to: PO Box 6000, Cherry Hill, NJ 08034-6000.

Your Name: _____ Signature: _____

Dealer's Name: _____ City: _____

Date: _____ Dealer Code: _____

SUBARU TECHLINE
Hours of Operation

Monday – Thursday 8:30 am to 7:30 pm
Friday 10:30 am to 5 pm and Saturday 9 am to 3 pm